

U.S. Department of Commerce, Patent and Trademark Office						Attorney Docket No.		Serial No.	
						ALI04001		10/776,775	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT						Applicant(s)			
(Use several sheets if necessary)						Ezra U. Pagel et al.			
						Filing Date		Group	
						February 9, 2004		2042 4183	

  

U.S. Patent Documents							
Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	AA	4,881,261	Nov. 15, 1989	Oliphant et al.	379	215	Jun. 29, 1988
	AB	5,040,208	Aug. 13, 1991	Jolissaint	379	201	Aug. 13, 1991
	AC	5,185,782	Feb. 9, 1993	Srinivasan	379	67	Feb. 8, 1991
	AD	5,335,269	Aug. 2, 1994	Steinlicht	379	266	Mar. 12, 1992
	AE	5,627,884	May 6, 1997	Williams et al.	379	88	Jun. 26, 1995
	AF	5,742,674	April 21, 1998	Jain et al.	379	209	Dec. 22, 1995
	AG	5,838,682	Nov. 17, 1998	Dekelbaum et al.	370	401	Nov. 28, 1995
	AH	5,946,386	Aug. 31, 1999	Rogers et al.	379	265	Mar. 11, 1996
	AI	6,002,760	Dec. 14, 1999	Gisby	379	266	Feb. 17, 1998
	AJ	6,088,444	Jul. 11, 2000	Walker et al.	379	266	Apr. 11, 1997
	AK	6,154,530	Nov. 28, 2000	Letellier	379	142	Mar. 25, 1998

  

Foreign Patent Documents							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL						<input type="checkbox"/>	<input type="checkbox"/>
	AM						<input type="checkbox"/>	<input type="checkbox"/>

  

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)	
AN	Lucent's CentreVu® Advocate <sup>SM</sup> white paper; Lucent's CentreVu Advocate, Breakthrough Solutions for Your Success"; Lucent Technologies 1999
AO	CentreVu® Advocate <sup>SM</sup> Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies 1999
AP	CentreVu® Advocate; "Power Call Center Routing that Leaves <i>Nothing</i> to Chance"; Lucent Technologies 1998
AQ	Foster, Robin Harris and De Rey, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; The Journal of the Institution of British Telecommunication Engineers, Volume 18, Part 2, pages 180-184 1999
AR	"C@ll Center Solutions - 1998 Product of the Year"; <a href="http://www.praxon.com/news/art_2-99prodofyear.htm">http://www.praxon.com/news/art_2-99prodofyear.htm</a>
AS	"Choosing the Best: C77® Magazine's 1998 Products of the Year"; <a href="http://www.tmcnet.com/articles/0199/ctipoty98.htm">http://www.tmcnet.com/articles/0199/ctipoty98.htm</a>

  

Examiner	/Amal Zenati/	Date Considered	02/28/2008
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.